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2765

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Deliver to: Isaac Sarvis
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Fax Number: 703-305-3719 Telephone No.: _____
From: John P. Ward
Date: May 12, 2000 Time: 1:22pm
Operator: L. Kaiser Matter: 004704.P001
Number of pages including cover sheet: 9
In Re Patent Application of: Keen.Com
Application No.: 09/414,710
Filed: October 8, 1999
For: System For Providing Services In Real-Time Over Internet.

Enclosed are the following documents: Revocation Power Of Attorney filed on
March 15, 2000. Copy of the postcard stamped by the USPTO on
March 20, 2000.
Petition To Make Special filed on March 31, 2000. Copy of postcard stamped
by the USPTO April 4, 2000.

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APR 10 2000

BLAKELY, SOKOLOFF, TAYLOR & ZAPMAN
LOS ANGELES

Serial/Patent No.: 09/414,710 Filing/Issue Date: October 8, 1999

Client: Keen.com

Title: System For Providing Services In Real Time Over The Internet

BSIZ File No.: 004704-P001 Atty/Sec'y Initials: JPW/EWK/lvk

Date Mailed: March 31, 2000 Docket Due Date: ***

The following has been received in the U.S. Patent & Trademark Office on the date stamped hereon:

<input type="checkbox"/> Amendment/Response (____ pgs.)	<input type="checkbox"/> Express Mail No. _____	<input checked="" type="checkbox"/> Check No. <u>34543</u>
<input type="checkbox"/> Appeal Brief (____ pgs.) (in triplicate)	<input type="checkbox"/> Monthly Extension of Time _____	Am. \$130.00
<input type="checkbox"/> Application - Utility (____ pgs. with cover and abstract)	<input type="checkbox"/> International Search Report & PTO M. (____ pgs.)	<input type="checkbox"/> Check No. _____
<input checked="" type="checkbox"/> Application - Rule 1.53(b) Continuation (____ pgs.)	<input type="checkbox"/> Issue Fee Transmittal (____ pgs.)	Am. _____
<input checked="" type="checkbox"/> Application - Rule 1.53(b) Divisional (____ pgs.)	<input type="checkbox"/> Notice of Appeal (____ pgs.)	
<input checked="" type="checkbox"/> Application - Rule 1.53(b) CIP (____ pgs.)	<input type="checkbox"/> Petition for Extension of Time (____ pgs.)	
<input type="checkbox"/> Application - Rule 1.53(d) CPA Transmittal (____ pgs.)	<input checked="" type="checkbox"/> Petition for to make special under 1/pct	
<input checked="" type="checkbox"/> Application - Design (____ pgs.)	<input checked="" type="checkbox"/> Provisional \$1,402.00(d)	
<input checked="" type="checkbox"/> Application - PCT (____ pgs.)	<input type="checkbox"/> Power of Attorney (____ pgs.)	
<input type="checkbox"/> Application - Provisional (____ pgs.)	<input type="checkbox"/> Preliminary Amendment (____ pgs.)	
<input type="checkbox"/> Assignment and Cover Sheet	<input type="checkbox"/> Reply Brief (____ pgs.)	
<input checked="" type="checkbox"/> Certificate of Mailing	<input type="checkbox"/> Response to Notice of Missing Part	
<input type="checkbox"/> Declaration & POA (____ pgs.)	<input type="checkbox"/> Small Entity Declaration for Indep. Inventor/Small Business	
<input type="checkbox"/> Disclosure Doc & Cg & Copy of Invention Letter (____ pgs.)	<input type="checkbox"/> Transmittal Letter or Certificate	
<input type="checkbox"/> Drawings: _____ of sheets included _____ figures	<input type="checkbox"/> Fee Transmittal in duplicate	

Other: Two U.S. Patents, One Foreign Patent and Two publications.

Copy of an IDS # 1449 as filed 3/31/00

Copy of an Preliminary Amendment as filed 3/31/00

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MAR 27 2000

BLAKELY, SOKOLOFF, TAYLOR & ZARMAN
LOS ANGELES

Serial/Patent No.: 09/414,710 Filing/Issue Date: October 8, 1999
 Client: Keen.Com, Inc.
 Title: System For Providing Services In Real-Time Over The Internet
 BSTZ File No.: 004747.P001 Atty/Sec'y Initials: FWK/lyk
 Date Mailed: March 15, 2000 Docker Due Date: ***
 The following has been received in the U.S. Patent & Trademark Office on the date stamped hereon:

<input type="checkbox"/> Amendment/Response (____ pgs.)	<input type="checkbox"/> Express Mail No. _____	<input checked="" type="checkbox"/> Check No. <u>34287</u>
<input type="checkbox"/> Appeal Brief (____ pgs.) (in triplicate)	<input type="checkbox"/> Month(s) Extension of Time _____	Am't <u>\$630.00</u>
<input type="checkbox"/> Application - Utility (____ pgs., with cover and abstract)	<input type="checkbox"/> Information Disclosure Statement (IDS) (____ pgs.)	<input type="checkbox"/> Check No. _____
<input type="checkbox"/> Application - Rule 1.53(b) Continuation (____ pgs.)	<input type="checkbox"/> Issue For Transmittal _____	Am't _____
<input type="checkbox"/> Application - Rule 1.53(b) Divisional (____ pgs.)	<input type="checkbox"/> Notice of Appeal _____	
<input type="checkbox"/> Application - Rule 1.53(b) CIP (____ pgs.)	<input type="checkbox"/> Petition for Extension of Time _____	
<input type="checkbox"/> Application - Rule 1.53(d) CPA Transmittal (____ pgs.)	<input type="checkbox"/> Petition for _____	
<input type="checkbox"/> Application - Design (____ pgs.)	<input checked="" type="checkbox"/> Revocation _____	
<input type="checkbox"/> Application - PCT (____ pgs.)	<input checked="" type="checkbox"/> Power of Attorney (____ pgs.)	
<input type="checkbox"/> Application - Provisional (____ pgs.)	<input checked="" type="checkbox"/> Preliminary Amendment (____ pgs.)	
<input type="checkbox"/> Assignment and Cover Sheet	<input type="checkbox"/> Reply Brief (____ pgs.)	
<input checked="" type="checkbox"/> Certificate of Mailing	<input type="checkbox"/> Response to Notice of Missing Parts	
<input type="checkbox"/> Declaration of POA (____ pgs.)	<input type="checkbox"/> Small Entity Declaration for Indep. Inventorship Business	
<input type="checkbox"/> Declaration of OIG & Copy of Invention Signed Letter (____ pgs.)	<input type="checkbox"/> Transmittal Letter, in duplicate	
<input type="checkbox"/> Drawings: _____ # of sheets includes _____ figures	<input type="checkbox"/> Fee Transmittal, in duplicate	
<input type="checkbox"/> Other: _____		



Attorney's Docket No.: 004704.P001

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Received

JUN 22 2000

Director's Office
Group 2700

In Re Application of:

Scott Faber, et al.

Serial Number: 09/414,710

Filed: October 8, 1999

For: SYSTEM FOR PROVIDING
SERVICES IN REAL-TIME OVER
THE INTERNET

Examiner: Not Yet Assigned

Art Unit: Not Yet Assigned

I hereby certify that this correspondence is being deposited
with the United States Postal Service as first class mail with
sufficient postage in an envelope addressed to the
Assistant Commissioner for Patents, Washington, D.C. 20231on March 31, 2000
Date of Deposit
Lisa Kaiser
Name of Person Mailing Correspondence
Lisa Kaiser 3/31/00
Signature DateAssistant Commissioner of Patents
Washington, D.C. 20231PETITION TO MAKE SPECIAL UNDER 37 C.F.R. §1.102(d), M.P.E.P. 708.02, II**COPY**

Sir:

Applicants respectfully request the present petition to grant the above identified application special status as provided under 37 C.F.R. §1.102(d) and M.P.E.P. 708.02, II.

Applicants have recently become aware that there are products on the market and methods currently in use by others that infringe one or more of the claims currently pending in the present application. Applicants have obtained documentation describing products and services and have engaged services provided by others that, after a rigid comparison with the pending claims, in Applicants' opinion, unquestionably infringe one or more of the pending claims.

In addition, Applicants have made a careful and thorough search of the prior art in this case. The following references have been deemed closely related to the subject matter encompassed by the pending claims.

U.S. and Foreign Patents Documents

U.S. 5,862,223 U.S. 5,991,394
WO 98/13765

Other Publications

"Aspect Telecomm: Aspect Integrates The Web Into The Call Center", M2
Presswire, August 1996.

"When Business Plan And Real World Clash", Wall Street Journal, June 9, 1999,
p. B1.

One copy of each of the above-identified references is submitted herewith.

Other references related to the present invention have also been submitted in an
Information Disclosure Statement filed separately, a copy of which is enclosed.

An original preliminary amendment was filed in the above-identified application on
March 15, 2000. A second preliminary amendment was also filed on March 31, 2000, a copy of
which is enclosed. Thus, claims 44-46, 48-51, 53-68, 70-88, 90-92, 97 & 104 are currently
pending in this application.

A check in the amount of \$130.00 is enclosed for payment under 37 C.F.R. §1.17(i) of
the petition fee. If there are any additional charges, please charge Deposit Account No. 02-2666.

Respectfully submitted,
BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN

Date: 3/3/00, 2000



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